

Some TASS users have contacted the PIH-REAC Technical Assistance Center (TAC) with issues related to printing, interpreting and downloading the SS/SSI benefit information provided by TASS Release 5.0. These issues are addressed below:

***1. Printing the Benefit History and Income Discrepancy Reports for a group of households.***

Users may search for a group of household reports by selecting the desired Re-certification Month and the PHA, Project, or Contract Number. The initial search results are displayed as summaries of the individual Benefit History and Income Discrepancy Reports. Each summary has a link to the detailed report. A maximum of 50 summaries are displayed on the screen. Where there are more than 50 reports in the search results, the screen will have navigation buttons to allow the user to access the next or previous set of reports.

Users may use the **View Reports on All Households** option in the drop-down list at the top of the page to view the detailed reports for all households in the result set. The detailed reports are presented in groups of 50. Users may print all the reports in the group shown on the screen instead of printing the reports one at a time for each household. The reports are output with each family member's Benefit History Report printed on a separate page. For Income Discrepancy Reports, each household's report is printed on a separate page. To view and print the next set of 50 reports, click the **Next** button on the right side of the screen.

To view and print the reports for a specific household click the **View Detail** link on the Benefit History or Income Discrepancy summary page. This displays the detailed Benefit History or Income Discrepancy Report for that household. Users may now print the report for that household.

***2. When printing a group of Benefit History Reports sometimes the page breaks do not correctly separate each individual family member's report.***

There are a few instances where a tenant has multiple benefit entitlement sources listed under the Dual Entitlement section of the Benefit History Report. In those cases, the information shown on the tenant's Benefit History Report will be shifted to the right and will be cut off when the report is printed in Portrait layout. When this happens, the page breaks for the Benefit History Reports that follow this report are distorted and so the pages will not print with the Benefit History Report for each family member displayed correctly on a separate page. This only affects the reports in that particular group of 50. For example, if a search returns 250 reports and report number 85 is a report for a tenant with multiple benefit entitlement sources, reports 1–50 will print correctly. Reports 51–84 will also print correctly. However, the benefit information on reports 85–100 will be cut off on the right. Reports 101–250 will print correctly.

This issue will be addressed in the next release of TASS scheduled for November 2003. In the interim, when this issue arises, the Benefit History Reports may be printed in Landscape layout.

***3. Interpreting the “No benefits reported by SSA” message shown in the Error Reports for some tenants.***

This message indicates that the tenant's identity was verified by SSA based on the SSN/Last Name/Date of Birth combination. However, the tenant does not and has never received SS/SSI benefits.

In the TASS November 2003 release, these tenants will not be included on the Error Reports. They will be shown on the Benefit History summary page with a message indicating that they do not receive SS/SSI benefits. An explanation of all the error messages shown on the Error Reports is presented in Appendix XI of the draft TASS User Guide (9/2003).

***4. System timeouts when downloading the data files.***

TASS allows the users to download groups of Benefit History and Income Discrepancy reports. This is particularly useful for users with a large volume of tenant reports or who wish to load the data into another program such as Microsoft Access. The files may be downloaded as text files or in a compressed (.ZIP) format. The compressed format greatly reduces the size of large files and reduces the download time. Users no longer have to download the results in groups of 50; **all the reports in the search results are downloaded at the same time.**

The time it takes to download reports will vary with the speed of the user's Internet connection and the number of reports in the result set. However, some users have experienced system timeouts when downloading large files. The time limit will be increased in the TASS November 2003 release to lessen the likelihood of these occurrences. In the interim, users experiencing this problem may contact the PIH-REAC TAC at 888-245-4860.

***5. Format of downloaded files does not match the Data Definitions.***

The **Data Definition** link under the **Resources** caption of the TASS web page provides the user with a description of the data files for each report type. The link allows the user to access a listing of the name, type, size, and a brief description of each field in the Benefit History and Income Discrepancy reports. The fields are listed in the order they are written to the downloadable files.

Currently the listing does not accurately define the format of the data files. The information provided under the Data Definition link will be updated in the TASS November 2003 release.